



3833 S. Alston Avenue
Durham, NC 27713

Susan A. Miller
Manager, Government and Regulatory Affairs
Phone 301-980-7079
susan.miller@ftr.com

April 9, 2020

The Honorable Jocelyn G. Boyd
Chief Clerk and Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

Re: Docket No. 2020-106-A. Actions in Response to COVID-19
Dear Ms. Boyd:

As part of its participation in the Federal Communications Commission's Keep Americans Connected Pledge, and in compliance with South Carolina Public Service Commission Order 2020-228, Frontier Communications of the Carolinas LLC has committed to the following for 60 days, or until the end of the South Carolina State of Emergency associated with the coronavirus pandemic, whichever occurs later:

- (1) not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic; and
- (2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.

An FCC press release regarding the Keep Americans Connected Pledge, listing Frontier, is available here: <https://docs.fcc.gov/public/attachments/DOC-363033A1.pdf>.

Sincerely,

A handwritten signature in black ink that reads "Susan A. Miller". The signature is fluid and cursive, with the first name "Susan" and last name "Miller" clearly legible.

Susan Miller

c: Nanette S. Edwards, Esq.
Carri Grube Lybarker, Esq.
Counsel of Record